

**jamey thomas photography**  
2355 leavenworth street  
number 206  
san francisco ca 94133  
415.509.3353

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To Whom It May Concern,

I'm writing to comment on the proposed merger between AT&T and T-mobile. I've never written this type of letter before but my views on this matter are so strong I wish to have my perspective considered by the people making this decision.

I've been an AT&T customer, a Cingular Wireless Customer a T-mobile customer and now again for the past 3 years an AT&T customer. AT&T, in its various manifestations has repeatedly left me angry and frustrated. What's been most maddening is the feeling that I don't really have any good options as a customer, that there is no 'free market', and that AT&T is in the business of gaming their customers. I can't imagine that AT&T acquiring one of their very few competitors would improve this situation and serve consumers.

I first became an AT&T mobile phone customer in New York City shortly before they were acquired by the newly named Cingular. Since the Cingular acquisition had been announced but not yet finalized I asked AT&T how my service would be affected before signing up with AT&T. They told me that terms of my contract would be honored by the new entity and my service would not be affected. After AT&T became Cingular my service deteriorated and when I called to complain I was told that to receive better service I needed to transition to the newer better Cingular network which would require a new contract. I felt I should be allowed onto the newer better network without having to sign a new contract because that is what I was promised when I signed up. Several phone calls to Cingular expressing my opinion that this was unfair went nowhere.

When my contract ran out I became a T-mobile customer and while it wasn't perfect they seemed like an honorable company. Then, as if by magic, Cingular became AT&T.

Being a long time Macintosh user I was drawn back to AT&T by the integration of the iPhone with all of my desktop computer applications: specifically email, calendar and contact manager. This integration proved extremely convenient and trouble free. Unfortunately, since switching back to AT&T my phone service has been horrible. My calls are dropped so often that I rush to get through them or use text or email. I believe approximately 25% of my calls end up getting dropped and have asked AT&T several times to provide me with the actual percentage of dropped calls; they've been evasive about whether they can provide it and have made the process more difficult and time consuming than I was able to stomach. I've also spent hours on the phone with AT&T trying to improve my service to no affect. They are expert at the friendly run around.

I believe that AT&T has failed to provide the service they're charging me for, and its not cheap to begin with relative to other plans. My phone service now is worse than it was when I first became an AT&T cell phone customer over 10 years ago. I feel like AT&T has taken advantage whenever and however they could. And I strongly believe this proposed merger will be contrary to the interests of the consumers that AT&T purports to serve. I would like my government to protect these consumer interests rather than enable the expansion of a predatory business model.

Sincerely,  
Jamey Thomas

**jamey@jameythomas.com**